

Customer Service Representative (Williamsburg Area Transit Authority)

\$15.76 / hour + [Part-Time County Benefits](#). Part Time Positions Available (20 hours per week).

The Williamsburg Area Transit Authority seeks an individual to perform responsible administrative and customer service-related work in support of the Williamsburg Area Transit Authority (WATA) transit operations.

Responsibilities:

- Provides strong customer service to the public and internal customers, in-person and over the telephone; provides information, responds to questions, comments, paratransit scheduling requests and complaints regarding WATA Services via phone and in person; and directs customers as required.
- Opens and/or closes the WATA Customer Service Center and Store; maintains the cleanliness of the facility including but not limited to emptying trash cans and cleaning the main and break area.
- Utilizes and monitors radio and dispatch messages for service.
- Responsible for the sale of bus tickets and issues passes in accordance with established procedures; accepts fees and maintains appropriate records.
- Reconciles daily fare collection and maintains related paperwork and system files.

Requirements:

- Any combination of education and experience equivalent to a high school diploma; some work experience which shall have involved assisting the public, handling money, customer service and/or sales.
- Must possess reliable transportation to work site(s).
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services; knowledge of concepts related to public and independent transit travel; including those with physical and mental issues; knowledge of fixed route public transportation services.
- Skill in use of computer software including Microsoft Office Suite.
- Ability to communicate with the public and coworkers in an effective professional, and courteous manner at all times; explain fares, the transit system and policies in an effective manner; operate a cash register, credit card machines, general office equipment, computers, fare equipment and other systems as required to accomplish the work assigned; handle money and maintain related fiscal records; independently apply and carry out policies and procedures within assigned area of responsibility; make mathematical computations with accuracy; follow verbal and written instructions; make independent decision in accordance with established policies and procedures.

[Click here](#) for full job description. Accepting applications until 11:59PM EST on 01/18/2024. Cover letters and resumes may also be attached, but a **fully completed application** is required for your application to be considered.

Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>